COGNITIVE SCIENCES AND HUMAN DEVELOPMENT

Emotional Intelligence in Malaysian Police: A Review

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ABSTRACT

This article discussed the findings of previous studies on emotional intelligence in Royal Malaysia Police. Based on the review, emotional intelligence related to job stress, job satisfaction, job commitment, work-life balance, and psychological well-being of police officers. Review concludes that no significant differences in emotional intelligence by demographic factors like salary, working department, age, marital status, length of service, and job position. Police department has to organise training and seminars to enhance the emotional intelligence level of police officers. More studies have to be done on emotional intelligence in the police department, thus the findings will be helpful for the organisation's development.

Keywords: Demographic factors; Police job nature; Job stress; Royal Malaysia Police

INTRODUCTION

Royal Malaysia Police (RMP) is one of our national law enforcement body, which plays an important role in maintaining national security and peace (Sazif, 2011; Yusoff, Abdullah, & Adnan, 2017). In relation to their job scope and nature, police officers' duty demands all time preparedness in the face of any possible contingencies (Yusoff et al., 2017). Police is a stressful, challenging, high-risk as well as emotionally challenging profession.

Department of Community Health of National University of Malaysia found that police profession is the most stressful profession (53.7%) as compared to other professions including prison officers, fire fighters, teachers, nurses, doctors, and assistant pharmacists ("*Polis lebih*", 2011). Masilamani et al. (2013) revealed that prevalence of stress in Malaysian police was 38.8%. Masilamani et al. explained that inspectors are the backbone of an investigation team in all departments, thereby they